



# Department of Accounts Charge Card Bulletin

July 13, 2006

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Charge Card Administration

## Contact Us

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## NetService Tutorials

New tutorials are available for NetService due to the new features and functionality in the upgrade taking effect July 24th. You can request either one or both of these by emailing [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) and it will be emailed to you. These are in a PDF format. Also, we have a 2 page summary of changes available which can be distributed to your cardholders.

We will be discussing any questions you have regarding the upgrade in NetService during the August PA call.

## Policy on Abuse of Cards

DOA is highly encouraging agencies who currently do not have an internal policy on miss use/abuse of any State cards to establish one. The CAPP Topic 20355, just offers guidance on what tools are available to PA's in dealing with these type of situations (suspend/cancel) but it is up to each agency to determine an appropriate course of action to take.

## REMINDER! No Cards to be Processed

GE MasterCard will be going through a system upgrade in July which will prevent any new cards from being processed from July 15<sup>th</sup> through July 25<sup>th</sup>. Any lost or stolen cards will be replaced during this time, but no new cards will be issued. Please advise the applicant of this delay should new applications be received during this time.

## New Turbo Files to be Sent

New Turbo Files will be sent to all PA's and backups the week of July 17<sup>th</sup> along with detailed instructions. The submission of card requests must be made using the new file formats once received by the agency. If DOA receives an old file format, the file will be returned and must be resubmitted using the new file format.

## Crucial Dates

### July 15<sup>th</sup> – July 25<sup>th</sup>

NO CARDS PROCESSED BY GE

### July 25<sup>th</sup>

Use New Turbo file format

### August 2<sup>nd</sup>

Monthly SAM Refresher Training

### August 9<sup>th</sup>

Monthly PA Call

### Sept 10<sup>th</sup> – Sept 13<sup>th</sup>

GE Annual User's Conference in  
Dana Point California

### 1<sup>st</sup> Week of October

DOA and GE training across the  
State

### October 11<sup>th</sup> through 13<sup>th</sup>

VAGP Fall Conference, Newport  
News

### November 12<sup>th</sup> through 15<sup>th</sup>

DGS/DPS Public Procurement  
Forum at the Hotel Roanoke

## GE Contact Information

### Customer Service for PA's

Email: [Cov.Crr@ge.com](mailto:Cov.Crr@ge.com)

Phone: 1-866-843-1368

### Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

## REMINDER! SAM Daily Feeds

Due to GE MasterCard's new system upgrade in July, the daily feeds to SAM will be held for approximately 10 days beginning July 15<sup>th</sup> through July 25<sup>th</sup>. Agencies will still be able to access data for cycle close ending July 17<sup>th</sup> in SAM. Due to the volume of held transactions posting to SAM, data from July 24<sup>th</sup> through July 28<sup>th</sup> will be delayed in uploading into SAM until approximately July 30<sup>th</sup>.

## REMINDER!!!! PA Training

This is a final reminder that all Program Administrators and their backups must complete the Annual Training on the CCA web page. If you have not taken the training you have already received an email from us reminding you to take it on July 3<sup>rd</sup> and a second and final reminder will be sent on July 14<sup>th</sup>. If training is not taken, your ability to make changes as a PA will be suspended until such time as the training is taken.